

Repair Reporter



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

SPRING 1999

California Leadership 2000 Committee Meets

Members of the California Leadership 2000 Committee met March 12 at the Automotive Service Council's trade show in Ontario to begin discussing steps for improving the auto repair market. Some of the major issues under discussion were identified at the National Leadership 2000 Conference held last September.

"It's entirely appropriate that California, the state with the largest number of vehicles, should take the lead to address the issues identified at the national conference," said BAR Chief Marty Keller. "It's encouraging to see the California repair industry accept BAR's challenge to begin dealing with these issues."

The national conference, *Automotive Repair Leadership 2000: Strategies for Success*, was facilitated by BAR as a means of identifying and addressing the major issues confronting the automotive repair industry. Those issues include recent technical advances in the auto industry, insufficient training for technicians, a lack of consumer confidence in the automotive repair industry, and the shortage of technicians.

California Leadership 2000 began its work to address those issues, and at the March meeting proposed several initial recommendations.

Among them were:

- Using the Service Technicians Society standards as industry-wide standards for automotive repair technicians;

- Working with members of the state legislature to identify students who have an aptitude for automotive repair, and pairing them off with mentors;
- Using one of several automotive repair associations to create standards for technician training; and
- Using the Automotive Repair Coalition and the recently created California Automotive Repair Advisory Committee to lead this effort.

The California Automotive Repair Advisory Committee (CARAC) is an advisory body created last year by Executive Order to improve automotive technician competency and revitalize automotive technician training. ➤

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Davis Appoints Hamilton New Director of Department of Consumer Affairs

Governor Gray Davis has appointed 20-year state government veteran Kathleen Hamilton to head the California Department of Consumer Affairs, effective Wednesday, January 27, 1999.

"Kathleen Hamilton has a strong commitment to public service and consumer protection," said Governor Davis. "Having served in key leadership positions in the state Assembly, Senate, and Executive branch, I am confident that her distinguished record will make her a great addition to my administration."

Hamilton, 50, served from 1995-1998 as deputy chief of staff and senior advisor to then Lieutenant Governor Gray Davis. Her duties included policy work in labor, consumer protection, health care, and women's and children's issues. Previously, she served as chief consultant to then Assembly Majority Leader Antonio Villaraigosa.

Hamilton, a Democrat from Sacramento, also served as the head of the California Health Facilities Financing Authority under former State Treasurer Kathleen Brown. As an appointee from 1991-1993, she established the State Treasurer's "CARE" Task Force to ensure compliance with public accessibility obligations of publicly financed health facilities.

Hamilton will receive a salary of \$105,833, which reflects the 5% reduction requested by the Governor for all appointees. The appointment is pending Senate confirmation. ➤



Kathleen Hamilton (right) is sworn in as the new Department of Consumer Affairs Director by State and Consumer Services Agency Secretary Aileen Adams.

Race Car Driver Pat Lazzaro Revs Up Recruitment and Maintenance Message

Pat Lazzaro knows from experience that, contrary to popular opinion, women and cars *do* mix.

Lazzaro is one of America's best-known female race car drivers, an automotive repair technician, the owner of her own public relations firm, and a racing team manager.

So when she came to the state Capitol January 20, 1999, to discuss auto maintenance with a group of young women from a Sacramento high school's automotive repair program, she had their rapt attention.

The event was cosponsored by BAR, the Automotive Repair Coalition, and Bridgestone/Firestone Company, which sponsors Lazzaro's national auto maintenance campaign geared toward women.

Her messages? That with a little education, women can become more confident about taking on car repairs and maintenance, and that young women should take a serious look at the automotive repair industry as a career.

"Most young people don't realize how high-tech the industry has become," said Lazzaro. "Computers are playing a larger and larger role, not only in the vehicles themselves, but in the way auto repair technicians diagnose and repair vehicle problems. Young people also don't realize the potential for making a good living in the industry. Salaries can range from \$45,000 a year to more than \$100,000 a year."

The repair industry is facing a severe shortage of trained automotive repair technicians within the next few years. In fact, the shortage is expected to become so critical that it was one of the top challenges identified at an industry conference facilitated by the BAR last September (for details, see *Repair Reporter*, Fall/Winter 1998).


Lazzaro also stressed the need for women to become more knowledgeable about their cars.

"We know women are uncomfortable making decisions about basic car maintenance because they feel they don't have all the information they need to make



Pat Lazzaro gives automotive maintenance tips after the January press conference held at the State Capitol.

those decisions intelligently," said Lazzaro. "That's one of the things I'm trying to address."

Since 1996, Lazzaro has worked with Bridgestone/Firestone Company in a program intended to help women—and men—better understand auto care and maintenance. The program is geared toward the woman of today, who not only buys her own car but often maintains it as well. 

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Licensing Update

Licensing A-OK for Y2K

Next New Year's Day, you may wake up with a terrible headache. But it won't be from having too much fun the night before. Experts are predicting that many of the world's computers will stop working properly or even fail altogether on January 1, 2000, because of the Year 2000 bug, also known as the Y2K bug.

The Y2K bug affects all computers that use two digits to display the year instead of four. These computers will display the year 2000 as "00," which could affect date sensitive information like licensing data. In some cases, computers with this problem could inadvertently show that a license expired in 1900 instead of 2000. In other cases, data could be irretrievably lost.

But thanks to DCA Licensing Division computer experts, auto repair and Smog Check station owners and technicians can rest assured that their license and registration data are safe from the bug. DCA has been working on the Y2K challenge for the last year. In fact, last year, DCA mailed registrations and licenses that expired in 2000 with a 1999 expiration date. BAR did this as a stopgap measure to thwart the Y2K bug until the computers could be upgraded. Since then BAR has completed the permanent, high-tech fix by performing extensive tests and upgrading its computers where necessary. The data are now safe.

Once BAR retooled its computers, it began mailing duplicate licenses and registrations to replace the ones that temporarily displayed the 1999 expiration date. The last duplicates were mailed in mid-January.

"From this point forward, licenses and registrations should be safe from the Y2K bug," said BAR Chief Keller. "It should be business as usual on January 1, 2000, and into the new millennium."

If you have any questions or concerns about this issue, please call the Licensing Division at (916) 322-4000 or your local field office. ➤

New Rules Affect ARD Registration

Assembly Bill 2802, effective January 1, 1999, requires auto repair dealer (ARD) owners renewing delinquent registrations to pay *all* accrued renewal fees from past years, in addition to current renewal fees and a delinquency fee. The new law also gives BAR the authority to cancel ARD registrations that have been delinquent for more than 36 months.

Currently, DCA/BAR charges \$200 per year to renew an ARD registration. Under the *old* law, an ARD owner renewing a registration that had been delinquent for three years would have to pay only \$450: a fee for one delinquent year (\$200), a fee for the current year (\$200), and a \$50 delinquency fee.

By comparison, an ARD owner who had kept the registration current during the same period would have paid \$800.

Under the *new* law, an ARD owner who waits three years to renew an expired registration will be charged \$200 for each of the three years since the registration expired, \$200 for the current year, and a \$50 delinquency fee, for a total of \$850.

If a registration is not renewed within 36 months after it expires, BAR will cancel it. To renew it, an ARD owner will have to apply for a new registration, meet current registration requirements, and pay applicable fees.

Please remember that operating a station with an expired ARD registration is *illegal* and could result in criminal and administrative penalties. ➤

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Smog Check Update

Smog Check Stations Show Improvement in Covert Performance Evaluations

California's Smog Check stations showed major performance improvements in the Phase II covert performance evaluations conducted last August through November, but there is still a need for further improvement.

The evaluations of the 350 stations were a follow-up to covert evaluations done in January through April of last year. Both series of evaluations were designed to help BAR determine whether Smog Check stations were correctly performing inspections.

BAR presented results of the Phase II evaluations at workshops last November in San Francisco, Los Angeles, and San Diego.

Test-Only stations showed the biggest gains, registering a 21 percent improvement during the Phase II evaluations. Test & Repair stations showed an 11 percent gain, while Gold Shield stations showed a 6 percent increase. (See table, *Covert Performance Evaluation Results*, below.)

While all types of stations showed definite improvement, some stations still have a long way to go. And owners are

the first to admit it. "Owners have to take responsibility for their shops," one owner said at the San Francisco meeting.

There are some compelling reasons for them to do so.

"Stations that don't do complete inspections are cheating themselves out of the opportunity to bring in new repair revenue," said BAR Chief Marty Keller.

For the most part, stations in both Phase I and II identified and repaired the tailpipe failures induced on the undercover vehicles. But far too many stations missed the second inducement on each undercover vehicle. Those inducements were non-tailpipe failures, such as a non-functioning ignition timing system or a missing catalytic converter.

As part of the Phase II evaluations, BAR examined the potential revenue stations were losing and discovered that each station could gain as much as \$47,208 per year by doing proper inspections and then successfully completing the necessary repairs—almost enough to pay for the BAR-97 equipment.

"We were amazed by that figure," said Mike Vanderlaan, BAR's Smog Check

Enforcement Manager. "We were even more amazed that some shops were continuing to let this possible revenue opportunity just slip away."

Proper Smog Check inspections are also critical in helping the state satisfy federal clean air mandates. The visual and functional inspections are critical in the reduction of emissions since not all of the harmful chemicals from a vehicle come from the tailpipe. Emissions reductions required from the Smog Check program are contained in the State Implementation Plan, or SIP, which includes reduction plans for all possible sources of air pollution.

Clearly, Smog Check stations are making rapid and substantial improvements in conducting proper inspections. But, just as clearly, there is more work to do.

"The Phase II performance evaluation results are encouraging," said Keller. "They demonstrate that we can work together to achieve our mutual vision of a world-class Inspection and Maintenance program. Most shop owners have been grateful for BAR's diligence in improving their performance. We will continue to work together toward that end." ➤

Covert Performance Evaluation Results

<i>Type of Station</i>	<i>Percentage of Phase I Correct Tests (January – April 1998)</i>	<i>Percentage of Phase II Correct Tests (August – November 1998)</i>	<i>Overall Improvement</i>
Test & Repair	39%	50%	11%
Test-Only	52%	73%	21%
Gold Shield	63%	69%	6%

Program Representatives Honored for Service

On January 21, 1999, Enforcement Division Chief Steve Giorgi and Consumer Protection Operations (CPO) Manager Allen Wood presented awards to twelve BAR Program Representatives. The CPO branch representatives from around California were nominated by their supervisors for making significant contributions toward customer service and consumer protection over a sustained period of time. The awards were given at a recent CPO Manager's meeting in Fresno.



Award recipients are: (Top row, left to right) Joe Howard, Oceanside; Matt Loftus, Fullerton; Chris Eagle, San Jose; Andrew Wolfe, Culver City; Frank Cruz, Culver City; Keith Windsor, Auto Body Team; Mike Johnson, Sacramento; Allen Wood, presenter. (Bottom row, left to right) Lenord Canning, Canoga Park; Ken Mott, Canoga Park; Frank Montoya, Canoga Park; Robert Gutierrez, Sacramento; Winston Sturdevant, Hayward; Steve Giorgi, presenter.

Attention Auto Repair Dealers and Technicians

BAR/Industry Public General Meetings on Automotive Repair Industry Issues

By now, you've probably heard that BAR is hosting another series of industry workshops. Let's plan 1999 together and discuss strategies, explore possible solutions to existing marketplace defects, and associated consumer protection issues.

The following is the agenda for the general meetings:

- I. BAR Chief Comments/Presentation
- II. Presentation from BAR/Enforcement - Inspections and Maintenance
- III. Presentation from BAR/Enforcement - Consumer Protection Operations
- IV. Industry Leadership Presentation
- V. Action Plans/Goals Discussion

Tuesday, April 6, 1999

6:00–9:00 P.M.

Ontario Airport Marriott
2200 East Holt Boulevard
Ontario, CA 91761

Room: Ballrooms 1 and 2

Hotel Phone: (909) 975-5000
(I-10, eastbound exit Vineyard Ave., westbound Holt Blvd.).
Parking is free.

Monday, April 12, 1999

6:00–9:00 P.M.

Travelodge Hotel - Harbor Island
1960 Harbor Island Drive
San Diego, CA 92101

Room: Marina

Hotel Phone: (619) 291-6700
(On Harbor Island, close to San Diego Airport). Parking is free.

Thursday, April 15, 1999

6:30–9:30 P.M.

Radisson Hotel
2233 Ventura Street
Fresno, CA 93721

Room: Salon D

Hotel Phone: (559) 268-1000
(East of SR 99, Ventura St. exit, adjacent to Convention Center).
Parking is free, if available, or \$4.00 at Convention Center.

No RSVP Necessary.

Enforcement Roundup

BAR Takes Swift Action Against Man Impersonating Field Representative

They say imitation is the sincerest form of flattery. But BAR officials were not amused when they discovered that a Diamond Springs man was impersonating a BAR field representative to extort money from a Placerville Smog Check shop owner.

"If you're thinking about impersonating a BAR employee to somehow intimidate an auto repair shop owner, don't do it," says Pat Jarratt, BAR Enforcement supervisor. "You just simply won't get away with it."

"If anyone comes in claiming to be a BAR official, ask to see an ID. If he or she won't show it to you, call your local (BAR) field office."

Leo Scott Henderson, 29, learned that lesson the hard way, when he was convicted of misdemeanor impersonation of a public official and extortion. As a result of the conviction, Henderson was ordered to pay a \$500 fine, pay restitution of \$22 to Gary Julian, owner of Julian Automotive, and serve two years' probation.

Kenn Besson, a program representative in BAR's Sacramento field office, headed up the investigation that led to the arrest of Henderson, who had been a Smog Check technician in 1989.

"The fact that he had been a smog technician years ago must have been how he knew enough about BAR and the Smog Check program to pass himself off as an employee," Besson said of Henderson.

On August 13, 1998, Augustine Avila brought his 1978 Dodge Colt to Julian Automotive, in Placerville, for a Smog Check. The vehicle failed. After telling the smog technician that he wanted to fix the vehicle himself, Avila paid \$22 for the test and left. A short time later, Avila brought the vehicle back for a second test. The vehicle failed again.

Soon after the second test, Julian received a phone call from Henderson, who

identified himself as a BAR employee. Henderson then told Julian that Avila's vehicle had passed at the Vacaville Bureau office (which does not exist). "He told me that he was bringing the car back and that I'd better pass it," said Julian.

When Henderson arrived at Julian Automotive, Julian asked for identification, but Henderson claimed that he could not show identification because he was working undercover. "He [Henderson] demanded that I refund \$44 for the cost of the two smog tests," said Julian. "He told me that it was his job with BAR to set up undercover sting operations and that he could make my life miserable if I didn't refund the money." Julian gave Henderson a \$22 refund check (made out to Avila) for one of the smog tests. Soon after this meeting, Julian contacted BAR's Sacramento field office.

During the investigation, Julian, at the direction of Besson, gave Henderson an additional refund check for the remaining \$22 (this time made out to Henderson). Besson also posed as Julian's father and spoke with Henderson, who again claimed to be a BAR employee. After Besson gathered enough evidence, he submitted a report of his findings to the El Dorado County District Attorney. On October 3, 1998, Henderson was arrested and charged.

Besson hopes that this conviction will help deter others from impersonating BAR officials and will alert shop owners to the possibility of such imposters. "If anyone comes in claiming to be a BAR official, ask for an ID. If he or she won't show it to you, call your local (BAR) field office," Besson urged. ➤



DMV photograph of Leo Scott Henderson, who was convicted December 17, 1998, of impersonating a BAR employee and extorting money.

Auto Club Teams Up with BAR to Raise Autobody Standards

We want to make a better environment for the motoring public," said Ray Trevathan, Group Manager for the Insurance Inter-Exchange, the insurance arm of the Auto Club of Southern California.

And for the last 4 years, his group has worked with BAR and other collision industry representatives toward that end.

The Autobody Committee was formed as the result of a 1994 BAR report to the Legislature on autobody repair problems. The committee teams BAR officials with insurance industry representatives and autobody shop owners. Their mission? To craft solutions that will improve the autobody market for California consumers.

The group made significant progress in their endeavor in October 1997 by standardizing criteria for the autobody industry with new minimum equipment, disclosure and invoicing regulations. (For specifics, see the February 1998 *Repair Reporter*.) According to Trevathan, the Committee's objective is to return vehicles to their original structural integrity, with reasonable materials, in a reasonable amount of time, for a reasonable cost.

"We hope to create heightened awareness of the need for fair and prompt repairs, and to create a tougher world for those who do not comply with the appropriate means of repair," said Trevathan.

Trevathan feels that the raised standards, coupled with aggressive BAR enforcement, will give autobody shop owners a clearer understanding of their responsibilities. This, in turn, will lead to increased adherence to laws and regulations, like obtaining necessary authorizations from insurance companies and consumers before performing repairs, or clearly disclosing the use of non-OEM parts on the invoice.

"We need to keep our partnership going—making it bigger, better, and stronger," said Trevathan. "Together we can help keep the industry honest." ➤

When Subletting Repairs, Who Is Responsible?

Repair shops often get business by their reputations, but a shop may have to sublet some specialized repairs. By subletting, you are relying on the expertise of another shop. If you've done your homework, you use a quality shop, and there is no problem. However, sometimes that other shop can let you down. Of course, the shop you sublet to does not have to talk to the angry customer. You do.

Consider this scenario. A customer has his or her 1996 Chrysler minivan towed to your shop. It was involved in a moderate to heavy front-end accident. You write up an estimate and provide it to the customer and the customer's insurance company. You can do most of the repairs, but the windshield was cracked in the accident and you don't install glass at your shop. The airbag was also deployed, and your shop is not equipped to diagnose and replace the air bag system. So, you sublet the windshield repair to a glass shop and the air bag repair to an air bag specialist. Remember, any shop that you sublet work to must also be a registered auto repair dealer.

The Automotive Repair Act of 1971, which was developed jointly by the auto repair industry and consumer groups, states in Business and Professions Code Sections 9884.7(a)(9) and 9884.9(b) that you may sublet repair work to another shop. If you are planning to have the work done by someone other than you or your employees, you *must* include a written statement of that fact with the written estimate and obtain your customer's authorization.

After getting the customer's consent, you start making repairs. The additional repairs are done at the glass shop and with the air bag specialist. When the repairs are finished, the customer picks up the car. A few days later, after the customer drives through a local car wash, he returns to your shop with a complaint of water leaking from the windshield. The air bag specialist did a reputable job, but the glass replacement was not as successful. The customer wants satisfaction.

The question you ask is: "Am I responsible for the repairs to the windshield even though neither I nor my employees made those repairs?"

According to Business and Professions Code Section 9884.9(b), you *are* responsible. This provision clearly states that you are responsible for the work, just as you would be if you or your employees performed the work. You must treat the job the same way you would treat a rework for repairs performed by your shop.

In other words, correct the situation for the consumer who paid you by having the repairs done right.

Be sure to write up another estimate for the inspection and repair of the water leak, even if there is no charge to the consumer. Include a statement that you will sublet the repairs to the glass shop. Always get the customer's authorization to repair his or her vehicle. And remember, you are still responsible for any work that is sublet out.

After the repairs are made, the customer picks up the vehicle and drives away satisfied. You knew what your responsibilities were and you took care of them. Your reputation is intact. Maybe it is even enhanced by the quickness with which you took responsibility for the problem. ➤

NOTE:

Recent legislation has made a technical change to the numbering scheme of a commonly used section of the Business and Professions Code.

Effective January 1, 1999, section 9884.7, which specifies the reasons an automotive repair dealer registration may be invalidated, was renumbered and relettered. Simply put, the subsection numbers and letters have been reversed.

For example, section 9884.7(1)(d), the previous subsection which cited fraud as a reason for invalidation, is now cited as 9884.7(a)(4).

Mailing Error Corrected

As many of you have already noticed, the Fall/Winter 1998 *Repair Reporter* was mailed out with an address error.

Although the mailing addresses were correct, the recipient name and shop name on many of the labels were listed incorrectly.

The error was caused by a database glitch and has been corrected. There is no need for you to update your mailing records. We apologize for any inconvenience. ➤

Disciplinary Actions

As provided in Section 9882.4 of the *Business and Professions Code*, BAR is required to provide a list of disciplinary actions concluded by BAR (or other agencies) against automotive repair dealers.

Administrative Action - An administrative action is conducted by the State Attorney General, on behalf of BAR, against a license or registration.

Stipulated Settlement - A stipulated settlement is an agreement between parties to an administrative or civil action.

Bay Area

Global Auto Engineering Works & Towing

d.b.a. Global Auto Engineering Works and Towing, Inc.

Berkeley

Maninderjit Singh Sidhu, President

Order: ARD registration revoked, stayed, placed on two years' probation on the following terms and conditions: registration suspended for seven days; reimburse BAR \$3,000 for costs of investigation and prosecution; obey laws and regulations; post sign indicating dates of and reason for suspension; report to Bureau on prescribed schedule; report any financial interest in any auto repair business; provide Bureau representatives unrestricted access to inspect vehicles undergoing repairs; respondent shall not locate or operate more than one ARD per repair facility. (10/30/98)

Valley Auto Customizers

Campbell

Blake Abacherli, Owner

Order: ARD revoked. (9/17/98)

Sun Valley Ford, Inc.

d.b.a. Sun Valley Ford

Concord

Edmund Bartlett, C.E.O.

Order: ARD registration revoked; reimburse BAR costs of \$13,616. (10/14/98)

Regal Auto Body & Towing

Redwood City

Raul Enriquez, Owner

Order: ARD registration permanently invalidated. (8/31/98)

G.T. Auto & Transmission

Richmond

Glen Thorpe, Owner

Order: ARD registration permanently invalidated; reimburse BAR \$26,296.39 for costs of investigation and prosecution. (7/13/98)

Motor Car, LTD.

(Formerly The Car Doctor/Car Doctor)

San Francisco

Edward Kaplan, Owner

Order: ARD registration permanently invalidated. (7/13/98)

Dong Thanh Auto Body

San Jose

Thanh Thi Nguyen, Owner

Order: ARD registration permanently invalidated; pay BAR the sum of \$2,000. (11/23/98)

Global Auto Engineering Works and Towing, Inc.,

d.b.a. Global Auto Engineering works and Towing, Inc.

San Pablo

Maninderjit Singh Sidhu, President

Order: ARD registration revoked; stayed; registration placed on two years' probation on the following terms and conditions: registration suspended for seven days; comply with laws and regulations; post sign indicating dates of and reasons for suspension; report quarterly to Bureau; pay costs of \$5,000; report financial interest in any auto repair business; provide Bureau representatives unrestricted access to inspect all vehicles (including parts) undergoing repair; respondent shall not locate or operate more than one ARD per repair facility nor shall respondent

attempt to transfer, exchange, or change the address of record of any ARD it holds from one repair facility to another repair facility in which respondent holds another ARD. (10/30/98)

Champion Auto Body and Repair

Santa Clara

Su Dennis Kim, Owner

Order: ARD registration revoked; revocation stayed on the following terms and conditions: ARD registration suspended for ten days; respondent placed on probation for two years; obey laws and regulations; report to BAR on prescribed schedule; report any financial interest in any auto repair business; pay investigative and enforcement costs in the amount of \$19,957.66. (11/3/98)

Cal North Bay Auto Brokers Inc.

d.b.a. North Bay Auto Sales

Santa Rosa

David Spare Snowden, President

Order: ARD registration, Smog Check station license, Official Lamp and Brake station licenses revoked. (10/22/98)

Central Valley

Baker Body Shop

Fresno

Ray Stanard Baker, Owner

Order: ARD registration revoked; respondent shall pay investigative and enforcement costs in the amount of \$2,910.40 as directed by the Bureau. Should this order become unenforceable as a result of any revocation action, payment of costs shall be a condition precedent to the renewal or reissuance of any license issued by the Department. (10/16/98)

M & M Collision

Sacramento

Floyd Johnson, Owner

Order: ARD registration revoked.
(6/15/98)**Sally Ann Nickell****d.b.a. Paint A Car**

Sacramento

Order: ARD registration revoked.
(11/12/98)**Sierra Transmission Service II**

Sacramento

Floyd David Royth & Cheryl Ann
Zimmerman, Partners*Order:* ARD revoked; stayed; registration placed on 3 years' probation on the following terms and conditions: obey all laws and regulations; comply with written reporting requirements established by the Bureau; comply with personal appearance and telephonic conference requirements established by the Bureau; registration suspended for three days; post consumer information sign provided by Bureau; pay costs of investigation and prosecution in the amount of \$10,000. (10/29/98)**Vladimir Fomin**Lamp and Brake Adjuster
Sacramento*Order:* Lamp and Brake Adjuster licenses revoked. (8/31/98)**Webers Body Shop**

Stockton

Thu Dinh Ha, Owner

Order: ARD revoked. (7/16/98)**Northern California****Stephenson's Auto Repair**

Marysville

John Kent Stephenson, Owner

Order: Smog Check station license revoked; ARD permanently invalidated.
(7/15/98)**European Motorworks**

Paradise

Giusseppe Yanuario Mejia, Owner

Order: ARD revoked. (7/15/98)**South Coast****Run Rite Auto Service**

Burbank

Homayon M. Heidary, A.K.A.

Mohammad Homayon Heidary, A.K.A.

Mohammad H. Heidary, Partner

Shikibullah Noori, Partner

Order: Application for ARD denied.
(7/15/98)**Liberty Auto Center**

Chatsworth

Mark Nodd, Owner

Order: ARD registration revoked.
(6/15/98)**Myint Tin Auto Body****M.T. Auto Body**

Chatsworth

Myint Tin, Owner

Order: ARD registrations permanently invalidated. (6/8/98)**Uniservice Auto Clinic**

Glendale

Vahik Kasumyan, Partner/Adjuster

Alen Kasumyan, Partner

Order: Official Lamp and Brake station licenses revoked; Lamp and Brake Adjuster licenses revoked; ARD and Smog Check station licenses revoked; stayed; placed on three years' probation on the following terms and conditions: comply with laws and regulations; report to BAR on prescribed schedule; report any financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles undergoing repairs; pay BAR \$6,000 for costs. (7/16/98)**Purrfect Auto Service #17**

Lake Forest

Sharif M. Atta & Irene Atta, Partners

Order: ARD registration revoked; stayed; 3 years' probation on the following terms

and conditions: registration suspended for seven days; comply with laws and regulations; post sign indicating days of and reason for suspension; report to BAR on prescribed schedule; report any financial interest in any auto repair business; provide unrestricted access to BAR representatives to inspect vehicles undergoing repair; pay BAR \$5,000 for costs of investigation. (10/29/98)

Purrfect Auto Service #48

Lake Forest

Mustafa Mayar, Owner

Order: ARD registration revoked. (6/4/98)**Kalem Auto Service, Inc.****d.b.a. Econo Lube N' Tune #34**

Lakewood

Nazim P. Shamji, President

Order: ARD registration and Smog Check station license revoked; stayed; placed on three years' probation on the following terms and conditions: registration and Smog Check station license suspended for three days; post sign indicating dates of and reason for suspension; comply with laws and regulations; report to BAR on prescribed schedule; pay BAR \$5,000 in costs. (9/11/98)**A. Perez Body Shop**

Los Angeles

Abelardo Perez, Owner

Order: ARD registration revoked. (7/9/98)**Basson Enterprises, Inc.****d.b.a. West LA Radiator****J & S Speedometer**

Los Angeles

Jacob Basson, President

Order: ARD registration invalidated; pay BAR \$13,963.81 in costs. (9/17/98)**Beverly Hills Auto Technology**

Los Angeles

Moses Mikailians, Owner

Order: ARD registration permanently invalidated. (9/17/98)

Disciplinary Actions *(continued)*

C & H Used Cars, Inc.

Los Angeles
Horacio A. Vignali, President
Order: ARD registration revoked.
(10/16/98)

De Atlas Auto Body, Inc.

d.b.a. Atlas Auto Body, Inc.
Los Angeles
Doron Dahan, Owner
Order: ARD revoked. (7/16/98)

Dominquez Hill Service

Los Angeles
Lawrence D. Kim, Owner/Adjuster
Order: The following licenses are revoked: Official Lamp Station, Official Brake Station, Lamp Adjuster, Brake Adjuster. ARD registration and Smog Check station license revoked; stayed; placed on three years' probation on the following terms and conditions: report to BAR on prescribed schedule; report any financial interest in another auto repair business; provide BAR representatives unrestricted access to inspect vehicles undergoing repairs. (9/10/98)

Kings Auto Center

Los Angeles
Dae Sik Byun, Partner
Young Jik Park, Partner
Order: ARD registration revoked; stayed; placed on three years' probation on the following terms and conditions: obey laws and regulations; ARD registration suspended for ten days; post a sign indicating dates of and reason for suspension; shall not engage in the transmission repair business; report to BAR on prescribed schedule; pay BAR \$7,800 in costs. (6/5/98)

Lee's Body Shop, Inc.

d.b.a. Lee's Body Shop
Los Angeles
Dong Sun Kwak, President
Order: ARD invalidated. (7/15/98)

Melrose Auto Body Shop

Los Angeles
Kwang Bum Kim, Partner
Nam Heo, Partner
Order: ARD registration permanently invalidated; pay \$4,353.61 to BAR. (6/22/98)

Perfect Touch Auto Body

Los Angeles
Eric William Harris, Owner
Order: ARD registration permanently invalidated. (8/31/98)

A 1 Body Shop

Madera
William Ervin Hicks, Owner
Order: ARD registration revoked; respondent shall not reapply to the Director for an automotive repair dealer registration until the expiration of five years from the effective date of the order. (9/17/98)

Ricks Body Shop

Montebello
Rick Moreno, Owner
Order: ARD registration revoked. (11/13/98)

Vinnie Bodozian

North Hollywood
Order: Lamp Adjuster License and Brake Adjuster License surrendered. (11/4/98)

North County Transmissions

Oceanside
John Wayne Tilley, Owner
Order: ARD registration revoked. (10/14/98)

AAA Auto Service Body Shop, Inc.

d.b.a. Ontario AAA Auto Service Body Shop
Ontario
Henry French III, President
Order: ARD registration revoked; stayed; placed on three years' probation on the

following terms and conditions: registration suspended for two days; post sign indicating days of and reason for suspension; reimburse BAR costs of \$1,500; comply with laws and regulations; report to BAR on prescribed schedule; report financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles undergoing repairs. (9/10/98)

P.A.T. Auto Repair

Pasadena
Myung Yul Lee, Owner
Order: ARD revoked; stayed; placed on three years' probation on the following terms and conditions: registration suspended for 5 days; post sign indicating reason for suspension; pay costs of \$2,500 to BAR; report to BAR on prescribed schedule; report any financial interest in any other auto repair business. (7/16/98)

Mosafy Holdings Inc.

d.b.a. Purrrfect Auto Service #1
Pomona
Ajaz A. Khan, President
Order: ARD permanently invalidated. Smog Check Station License revoked. Revoking any other license issued in the name of Mosafy Holdings Inc. (10/14/98)

Prestige Motors

Reseda
Stephen Garrett Siegel, Owner
Order: ARD registration revoked; stayed; registration placed on three years' probation on the following terms and conditions: ARD registration suspended for four days; post sign indicating dates and reason for suspension; report to BAR on prescribed schedule; pay restitution to 20th Century Insurance Company in the amount of \$2,963.52; provide BAR representatives unrestricted access to inspect vehicles undergoing repairs; pay BAR \$2,800 in investigative costs. (7/9/98)

K-1 Automotive

San Bernardino

Eddie Talebi Onsoroudi, Owner

Order: ARD registration permanently invalidated. (11/13/98)**Best Transmissions**

San Diego

Maria Y. Gonzalez, Owner

Order: ARD registration revoked, respondent shall not apply for an ARD registration, or any other license issued by the BAR, until 5 years after the effective date of this decision. (12/7/98)**Exclusiv Auto Collision**

San Diego

William L. Olguin, Owner

Order: ARD registration revoked. (10/22/98)**J J Windshields**

San Diego

Anya Leah Mezentsev, Partner

Victor Mezentsev, Partner

Order: ARD registration revoked; stayed; placed on three years' probation on the following terms and conditions: ARD registration suspended fifteen days; post sign indicating dates and reason for suspension; comply with all laws and regulations; reimburse BAR \$3,000 for costs of investigation. (7/9/98)**Purrfect Auto Service #29**

Santa Fe Springs

Qadeer Ahmed, Owner

Order: ARD registration revoked. (6/15/98)**Fast Smog N' Tune**

Spring Valley

Saladdin Nafie Khurshid, Owner/

Adjuster/A.E. Technician

Order: Official Lamp and Brake station licenses and Lamp and Brake Adjuster licenses revoked; ARD registration revoked; stayed; placed on three years' probation on the following terms and conditions: comply with laws and regula-

tions; report to BAR on prescribed schedule; report any financial interest in any other auto repair business; pay BAR \$1,500 for costs; provide BAR representatives unrestricted access to inspect all vehicles undergoing repairs. (7/9/98)

Re Nu Auto Body

Spring Valley

Edwin C. Colon, Owner

Order: ARD registration revoked; stayed; registration placed on three years' probation on the following terms and conditions: ARD registration suspended for thirty days; post sign indicating dates of and reason for suspension; provide restitution to Coast National Insurance Company \$742.00; AAA Insurance Company \$373.00; Allstate Insurance Company \$248.00; Mercury Insurance Company \$317.00; pay BAR \$2,500 cost recovery; obey laws and regulations; report any financial interest in any other auto repair business; provide bureau representatives unrestricted access to inspect vehicles undergoing repairs. (7/8/98)**Valley Dealer Exchange**

Sun Valley

Gary T. Algier, Owner

Order: ARD registration revoked; stayed; placed on three years' probation on the following terms and conditions: pay BAR \$2,000 costs; obey laws and regulations; report to BAR quarterly; within 30 days of the effective date of the decision, report any financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles (including parts) undergoing repairs, up to and including the point of completion. Official Lamp and Brake station licenses revoked. (9/17/98)**Purrfect Auto Service #85**

Torrance

Noorali B. Virani, Owner

Order: ARD registration and smog check station license revoked. (10/13/98)**Merchant Partners, Inc.,****d.b.a. Econo Lube N' Tune #25**

West Covina

Econo Lube N' Tune #32

West Covina

Econo Lube N' Tune #77

City of Industry

Sadraddin Samsuddin Merchant,
President*Order:* ARD registrations revoked; stayed; placed on three years' probation on the following terms and conditions: registrations suspended for three days; post signs indicating dates of suspension and reason for suspensions; comply with all laws and regulations; report any financial interest in any other auto repair business; provide BAR unrestricted access to inspect all vehicles undergoing repairs; pay BAR \$15,000 in costs. (8/19/98)**Kalem Auto Service, Inc.****d.b.a. Econo Lube N' Tune #19**

Whittier

Nazim P. Shamji, President

Order: ARD registration revoked; stayed; placed on three years' probation on the following terms and conditions: registration suspended three days; post sign indicating days of and reason for the suspension; comply with laws and regulations; report to BAR on prescribed schedule; report any financial interest in any other auto repair business; provide unrestricted access to BAR to inspect vehicles undergoing repair; pay BAR \$5,000 in costs. (9/11/98)**South Desert****Steve Perry's Oak Street****Automotive**

Bakersfield

Stephen Wayne Perry, Owner

Order: ARD permanently invalidated. (10/14/98)



*California Department of Consumer Affairs
Bureau of Automotive Repair
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